CITY OF MILPITAS
Effective: April 1998
EEOC: Professional
FLSA: Exempt
Unit: Mid-Mgmt/
Confidential
Physical: 1

SYSTEMS ADMINISTRATOR

DEFINITION

Operates and administers application server resources including provision of technical support for operating system, database, application, and emulation software to provide maximum availability and access.

DISTINGUISHING CHARACTERISTICS

This is a management position in the Information Services Division of the City Manager's Office. The incumbent in this position exercises independent judgment and discretion performing highly skilled technical computer work. It is distinguished from the Operations Manager in that the latter has overall responsibility for all aspects of operations including job scheduling, backup and recovery, development and documentation of operational policies and procedures, and capacity planning, monitoring, and management.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Operations Manager.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Assists with analyzing the growth needs of the City's application server resources, to ensure the acquisition and timely implementation of required resources.

Maintains expertise in City standard application server hardware, operating systems and software products.

Participates in application server hardware and software acquisitions, installation and maintenance.

Provides technical support for operating system, application, emulation and database software.

Provides systems administration, basic database administration and technical support for the City's systems.

Provides the security function, system backups and data recovery processes.

Ensures that the resolution of client assistance and service requests are achieved within previously approved performance measures and client directed service levels.

Participates on project teams to ensure successful implementation of new systems or upgrades to existing systems.

Assists the Operation Manager with hardware and software vendors for the proper acquisition, installation, operation and maintenance of City application server resources.

Performs other related duties as assigned.

QUALIFICATIONS

Knowledge:

Minicomputer, client/server, LAN and WAN technology.

Unix, NT and other industry standard operating systems.

City standard hardware and application, emulation, operating system and database software.

Ability to:

Diagnose application server hardware and software problems and take effective action to resolve problems in a timely manner.

Understand emerging technology and its application to improve City services.

Establish and maintain effective working relationships with subordinates, peers, superiors, vendor representatives and clients.

Perform system administration and basic database administration functions.

Use the Internet, remote communications, and other advanced tools to increase productivity and perform job functions.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Graduation from an accredited college or university with a Bachelor's degree in Computer Science, Information Systems or a closely related field.

Experience:

Three years of increasingly responsible experience in the operation and administration of application server resources. Experience working in a public agency environment is highly desirable.

License

Incumbents must be able to travel to various locations within and outside of the City of Milpitas to fulfill job responsibilities. When driving on City business, maintenance of a valid California driver's license and satisfactory driving record is required.

Approved by:

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City Manager